APPENDIX D

Discovery/Requirements Meeting Notes

Date: June 30, 2006

Source: Bridget Ferry

Data Set: Project Review

Current Format: Microsoft Access; ~8MB; This database has several queries and data entry forms (note: no reports exist at this time) created within MS Access that are utilized by Bridget Ferry. Refer to RFP Appendix B for data definition.

Who is the primary user of the Project Review data?

Self (Bridget Ferry). On occasion, will produce ad-hoc queries for other employees.

What is the source of the project Review Data and how is it input into the database?

An application is submitted to the Project Review Branch. A Project Review branch member prepares a docket (in Microsoft Word) for Commission approval at a public hearing. The information from the application form and docket are manually entered into the Project Review database by Bridget Ferry.

What are the queries and reports you produce from the Project Review database?

- Ad-hoc queries are most used based upon project expiration date; name; docket number; category, docket year; and/or keyword (see form: frm_Guide; and query: tbl_Projects Query1)
- A query for Expired Projects is also used (see query: qry_Expiration_dates)
- The query results are either printed directly from the query results screen or cut and pasted into an Excel file. This is due to the fact that two separate tables must be merged together; the database as currently designed is not able to produce a proper "Docket Listing". There are currently no database reports designed for this data.

In addition to "Docket Listing Report" and "Docket Expiration Reports", other reports that should be generated from the Project Review database on a monthly basis are as follows:

- Status of projects with construction requirements.
- Status of projects with monitoring requirements.

- Status of projects with operating plan requirements.

The Project Review Branch currently maintains (in Microsoft Excel) a status report for all applications in house as well as applications that are pending. An abbreviated version of this report is posted on the Commission's website so applicant's can see the status of their project. It would be helpful, in the future, to be able to produce this report from the Project Review Database since most of the information contained in this report is already (or should be) in the PR database. It would eliminate the need to input this information twice.

What are the challenges of your current data management?

- There are several additional fields that need to be added to the database from the docket document. As such, from time to time, the docket hardcopies need to be referenced in order to complete the information obtained from the database. Additional reports would be run from time to time referencing these new fields.
- Need an accurate Docket Listing Report that can be run on demand. This report did exist at one time, but is no longer functional due to database structure changes and time required to go through the files to obtain data to enter into the database.
- There should be another related table added to the Project Review database for interested parties. Currently this information is maintained independently from the Project Review data.
- There is no digital link between the docket Word files and the Project Review database.
- There is no standard nomenclature or identifier used in common with the other data sets (i.e., Water Charging and Water Use). The PID is assigned by DRBC using a sequential numbering routine and is unique to the Project Review data.
- No other users can access the data because it resides on Bridget Ferry's PC.
- Ensuring proper data backup and archiving. Database is currently backed up weekly – a copy is kept off site.

What are the opportunities to improve your data management?

- There could be more comprehensive analysis and reporting efficiency if the Project Review data could be linked to the Water Use and Water Charging data.
- It would be more efficient if multiple users could have simultaneous access to the Project Review data.
- Currently the Project Review data is not utilized via ArcView; there may be potential to do so in the future.

- It would be helpful to link pdfs of the dockets, correspondence, monitoring reports etc. to the database.

Discovery/Requirements Meeting Notes

Date: June 30, 2006

Source: David Sayers

Data Set: Water Use

Current Format: Microsoft Access; ~250MB; There are five database files. Refer to RFP Appendix B for data definition.

Who is the primary user of the Water Use data?

Self (David Sayers). On occasion, will produce ad-hoc queries for other employees.

What is the source of the Water Use data and how is it input into the database?

The DRBC receives water use data from each state agency (PADEP; NJDEP; DE DNREC; NYSDOH) on an annual basis. When an annual file is received, it overwrites the previous years' data from that state and increments the period of record by one year. There is also a historical non-relational Water Use file for the years 1987-1997.

What are the queries and reports you produce from the Water Use database?

- The Water Use data is primarily queried for special analysis utilizing ArcView (note: typically on a weekly basis).
- Occasionally, Microsoft Access will be used to run ad-hoc queries.
- There are currently no queries or reports created in this database.

What are the challenges of your current data management?

- Multiple databases are used to track the history of water use for regulated users in the Basin. The data structures vary from the database containing the 1987-1997 history (non-relational flat file format) to the current databases. Each state has its own database and the structures vary.
- As new data sets are received from the states, the data structure may vary from their previous data set, requiring manual adjustments within the ArcView files.
- There is no standard nomenclature or identifier used in common with the other data sets for ID and Owner Names (i.e., Water Charging and Project Review). The PID field from the Project review database is assigned by DRBC using a sequential numbering routine and is unique to the Project Review data; as such there is no correlation to the Permit Numbers in the Water Use data.
- No other users can access the data because it resides on David Sayers' PC.
- Ensuring proper data backup and archiving – local backups are currently performed weekly.

What are the opportunities to improve your data management?

- To combine the states into one common related database.
- There could be more comprehensive analysis and reporting efficiency if the Water Use data could be linked to the Project Review and Water Charging data. For example, it would be advantageous if one could query to see what water an owner actually used (Water Use) compared to what they were permitted to use (Project Review).
- It would be more efficient if multiple users could have simultaneous access to the Water Use data.
- Currently the Water Use data is not requested often by the other managers of the Project Review and Water Charging data; there may be potential to do so in the future.

Discovery/Requirements Meeting Notes

Date: July 13, 2006

Source: Gail Blum

Data Set: Water Charging

Current Format: Microsoft Excel; ~7MB; Non-relational flat file format. Refer to RFP Appendix B for data definition.

Who is the primary user of the Water Charging data?

Self (Gail Blum). On occasion, will produce ad-hoc queries for other employees.

What is the source of the project Water Charging and how is it input into the database?

Gail Blum inputs all data. The source of the data is the annual and quarterly water use hardcopy reports DRBC receives from surface water users in the Basin. There are approximately 100 quarterly reports received per quarter and 150-200 annual reports received annually.

What are the queries and reports you produce from the Water Charging database?

- The Excel "Filter" feature is used most often. The two queries run most frequently are:
  -late query: Excel's "Filter" used to create reports of accounts that have not submitted on-time.
  -incomplete query: Excel's "Filter" used to create reports of companies that are missing a portion of their obligation to DRBC (e.g., company sent a report, but no payment-- occurs quite often). DRBC has created coded fields, "Pend" and "Pend Type", which allow these queries.
- Other queries:
  -total surface water: (or consumptive/non-consumptive water use) use queried by quarter/year (use Excel "Sort" or "Filter" features) for all accounts or for a particular account.
  -total revenue received: queried by quarter/year for all accounts or for a particular account. Use "Filter" to perform this.
  -surface water use: queried ***by withdrawal source*** (e.g., all withdrawals from Lehigh River). Use "Filter" to perform this.

What are the challenges of your current data management?

- Repeat Data Entry - Often DRBC has to enter the same info in several different places, often in different files. (e.g., a company has a credit for 1st Q 2006. DRBC notes this credit in the surface water use database, and then they also enter a row in a "credit tracking" database. When the credit is taken, they have to note this in both databases. Sometimes this step is forgotten and this leads to an incomplete database.)
- Manual Annual Roll-Over of Datasets - at the start of each year they have to roll-over blank records for each company for the coming quarters. This involves a lot of copying and pasting, as such it is tedious and time consuming.
- Company Name Changes - companies constantly change names, so DRBC has to keep references in the "notes" field. Sometimes these are difficult to track.
- Fragmented data - water supply charges records (payment/water use) are kept in four separate Excel files. If DRBC needs to query total revenue for 2005, they have to go into each separate file to total revenues.
- Size - The surface water use database is getting too large to manage in Excel, all four files total approximately 50 MB.
- There is no standard nomenclature or identifier used in common with the other data sets (i.e., Project Review and Water Use). The Water User is assigned by DRBC and is unique to the Water Charging data.
- No other users can access the data because it resides on Gail Blum's PC.
- Ensuring proper data backup and archiving.

What are the opportunities to improve your data management?

- There could be more comprehensive analysis and reporting efficiency if the Water Charging data could be linked to the Water Use and Project Review data.
    - For example: To have Water Charging data linked to Project Review's docket information. Many times DRBC will get a call from a company that would like basic info about their docket or state permit (such as docket #, permit #). Also, sometimes a company will report surface water usage that pushes it above the threshold for docket review and DRBC would like to be able to double check whether or not they already have a DRBC docket or need to apply for one.
    - For Example: Project Review often inquires Water Charging data for surface water withdrawals of companies coming up for docket approval. The companies also ask often about their entitlements for pre-1961 surface water withdrawals (the Entitlement Database is another database that Gail Blum maintains). David Sayers often uses Project Charging data to fulfill various data requests because it is the most current surface water use data DRBC maintains.

- To have all of Water Charging information in one place: surface water use, entitlements, credit, etc.
- To have report templates that can be populated via queries.
- To have records that roll-over automatically to accommodate a new year.
- To be able to query company history of credits, debts, late reports/payments. Perhaps even access scanned copies of letters (or Word files) that have been sent and copies of permits, dockets, entitlements, etc.
- To have the water users of the Basin enter their quarterly and annual reports via a secure web portal on DRBC's website. Phase I of this idea may be to allow the water users to download the quarterly and annual report forms from DRBC's website. Possibly allow secure credit card payment via the web portal.
- It would be more efficient if multiple users could have simultaneous access to the Water Charging data.

Discovery/Requirements Meeting Notes

Date: July 13, 2006

Source: Clarke Rupert

Data Set: Communications Contacts

Current Format: Legislators Contacts – Excel File; Newsletters Recipients - Out of date Excel file; (Data format is typical contact information data structure: company name, contact name; address, phone, email, desired information, etc.)

Who is the primary user of the Communication Contact data?

Self (Clarke Rupert).

What is the source of the Communications Contacts data?

The source of the newsletter contacts was via an opt-in sign-up for those that wished to receive the DRBC newsletter and annual report. A proprietary application from Pitney-Bowes was discontinued approximately 3 years ago due to the cost to maintain and lack staff resources. DRBC's communications focus was turned towards the website that time. The contact information (approximately 1000-2000 records) from the Pitney-Bowes system was exported to an Excel file but has not been maintained; as such it is probably now out of date.

There is a legislators contact list and media contacts list that are current and maintained in Excel.

What are the challenges of your current data management?

- Staffing to maintain data and cost of application/database.
- No other users can access the data because it resides on Clarke's assistant's PC.
- Ensuring proper data backup and archiving.

What are the opportunities to improve your data management?

- A centralized database could be used to maintain their contacts database.
- Many opportunities to enhance, expand and integrate DRBC's website, such as e-commerce for maps and opt-in e-newsletters.

Discovery/Requirements Meeting Notes

Date: July 26, 2006

Source: Kim Wobick

Data Set: Library

Current Format: Manages both the Library and the Central Files. Central files consists of over 39 filing cabinets full of paper files, plus an Archives that contains over 300 records storage boxes of paper information. These files consist primarily of correspondence and project documentation (~3/4 of the information is docket related), which may include large drawings and maps. There is also scattered information held on CD-ROMs. One of the main duties of the Central Files part is the logging in of pertinent mail items, which is done in MS Access. The mail log is the only major digital information component that the library currently manages.

Who is the primary manager of the Library information?

Self (Kim Wobick). Primary user of information is Project Review.

For your digital information, what reports and/or queries do you perform on your data? What tools do use to do so? For your non-digital information, who do you share it with?

This information would primarily be the mail control slip log. I access the log daily to enter new information, and run reports of the items received for the particular day. I also perform occasional queries for various staff members who are seeking information on what the DRBC has received from various consultants or organizations. This is all done in MS Access. For the non-digital information that is currently filed, there two different indexes. The first is for the Central Files, which is on paper, as well as stored on my hard drive (which is where I search it using the "find" command. The second is for the Archives, which is material stored in the Loft area of the building. This index is only on paper, and needs to be updated.

The non-digital indexes aren't really used by anyone other than me, but I make them available to whoever has an interest or need.

What is the source of the information you manage? What format do you receive it?

The majority of the information I manage falls into two categories: correspondence and information generated by the DRBC, and correspondence and information that the DRBC receives in the mail. The vast majority of the information I handle is in paper format. The small amount of digital information that I handle is primarily on CD, and I just house those, as opposed to manipulating the information contained on them for better access. The main digital information that I manage is the mail control slip log, which is housed in MS Access.

When utilizing your information, could you benefit from having access to the project review, water charging and water use data? Please explain how.

Yes, primarily the project review and water charging data. Having access to existing data about projects or about the names of water users would help me in creating uniform mail log entries for the numerous applications for dockets and checks as payments for water use that the DRBC receives on a regular basis. This would enable a more effective searching environment within the mail database.

Do you believe that others at DRBC could benefit from having direct access to your information digitally? Please provide examples.

Absolutely. I envision utilizing a document management system within which documents that are received in the mail are scanned upon opening and automatically indexed. These documents would be linked to a mail log entry, then later to a project or docket file. Documents that already exist in the DRBC Central Files should be scanned into the system and linked to the appropriate project/docket for immediate use by all. Obviously, this set-up would not be appropriate for all documentation that currently exists, but I believe having more of our correspondence and files available in a central online location would be beneficial to many staff members.

What are some of the challenges you have in managing your information?

- Having space for all of our files. Many staff members house boxes of files in their offices, and I would like to see those files housed with Central Files, but there's not enough room. A records retention schedule was recently approved, and will be put into action in the near future.
- Knowing where a document is at any given space in time (routing a document is handled manually by individual secretaries).
- Deciding what project/docket a document belongs with when filing (it's not always obvious).
- Information is not maintained in a uniform format.
- May not always have the most current data.

What are some opportunities that you see for improving the management of your information?

- Digitization of documents that will be referenced often (currently there are no digital scanning resources).
- Centralized access to the mail log, so that it can be used by everyone as a tool to keep track of routed documents.
- Reorganization of the current filing structure to create a more intuitive and straightforward system.

What common data elements does your information have with the other data sets (project review, water charging & water use)?

Docket number, state permit number, project/business name, payment information (check date, number, and amount).